

What is claimed is:

1. A system for providing an information assistance service comprising:

- 5 a database;  
an interface for receiving communication calls requesting information, the database being searched for the requested information;  
one or more devices for generating data in processing  
10 the communication calls; and  
a processor for deriving information from the data, the derived information being used for responding to information requests in communication calls.

15 2. The system of claim 1 wherein one or more of the communication calls are initiated from a mobile device.

20 3. The system of claim 2 wherein the mobile device includes a wireless telephone.

4. The system of claim 2 wherein the mobile device includes a personal information manager (PIM).

25 5. The system of claim 1 comprising a call center.

6. The system of claim 1 wherein the interface includes a switching facility.

30 7. The system of claim 1 wherein the one or more devices include a facility for accessing the database.

8. The system of claim 1 wherein the data concerns events of searching for entities.

9. The system of claim 8 wherein the derived  
5 information concerns search categories.

10. The system of claim 8 wherein the derived information concerns selected entities.

10 11. The system of claim 10 wherein the selected entities are selected as a function of the numbers of searches for the respective selected entities.

12. The system of claim 11 wherein the selected  
15 entities include restaurants.

13. The system of claim 11 wherein the selected entities include movies.

20 14. The system of claim 1 wherein the requested information concerns travel directions.

15. A system for providing a communications service comprising:

25 a mechanism for assisting a user to establish communication connections;

one or more devices for generating data in establishing the communication connections;

30 a processor for deriving information from the data, the information concerning at least one of the communication connections; and

a server for providing the information at a predetermined data location accessible by the user.

16. The system of claim 15 wherein the predetermined  
5 data location is accessible through a communication network.

17. The system of claim 16 wherein the communication network includes at least part of an Internet.

10 18. The system of claim 15 wherein the predetermined data location includes a uniform resource locator (URL).

19. The system of claim 15 wherein the mechanism includes receiving from the user communication calls  
15 requesting assistance in establishing the communication connections.

20. The system of claim 19 wherein one or more of the communication calls are initiated from a mobile device.

20 21. The system of claim 20 wherein the mobile device includes a wireless telephone.

22. The system of claim 20 wherein the mobile device  
25 includes a PIM.

23. The system of claim 15 comprising a call center.

24. The system of claim 15 wherein the data concerns  
30 an occurrence of an event in assisting the user to establish at least one of the communication connections.

25. The system of claim 24 wherein the event concerns a search for an entity to which the at least one communication connection is established.

5        26. The system of claim 25 wherein the search is conducted using a data source associated with the user.

27. The system of claim 26 wherein the data source contains contacts information.

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28. The system of claim 27 wherein the data source is identified by a telephone number of the user.

29. A system for evaluating performance of an information assistance service comprising:

15        a mechanism for processing communication calls which involve a call activity;

      one or more devices for generating data in processing the communication calls; and

20        a processor for deriving information from the data, the information being used to evaluate a performance of the call activity.

30. The system of claim 29 wherein the call activity is performed by an operator.

31. The system of claim 29 wherein the data includes information identifying an operator.

30        32. The system of claim 29 wherein the data concerns the call activity.

33. The system of claim 32 wherein the call activity includes conducting a search.

34. The system of claim 33 wherein the information  
5 concerns time for conducting a search.

35. The system of claim 34 wherein the performance is evaluated based on an average time for conducting a search.

10 36. The system of claim 29 wherein one or more of the communication calls are initiated from a mobile device.

37. The system of claim 36 wherein the mobile device includes a wireless telephone.  
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38. The system of claim 37 wherein the mobile device includes a PIM.

39. The system of claim 29 comprising a call center.  
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40. A system for providing an information assistance service comprising:

a communication interface for receiving a request for information; and

25 a search facility for conducting a search using a first search criterion in response to the request, a second search criterion being provided in lieu of the first search criterion in conducting the search based on a correlation between the first search criterion and the second search  
30 criterion, the correlation being a function of the number of searches prior to the search where use of the first search criterion is followed by use of the second search criterion,

and where use of the second search criterion, but not the first search criterion, produces desired results.

41. The system of claim 40 wherein the request is  
5 communicated in a communication call.

42. The system of claim 41 wherein the communication call is initiated from a mobile device.

10 43. The system of claim 42 wherein the mobile device includes a wireless telephone.

44. The system of claim 42 wherein the mobile device includes a PIM.  
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45. The system of claim 40 comprising a call center.

46. The system of claim 40 wherein the communication interface includes a switching facility.  
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47. The system of claim 40 wherein the first search criterion includes a first search term, and the second search criterion includes a second search term.

25 48. The system of claim 40 further comprising one or more devices for generate data concerning the searches.

49. The system of claim 48 wherein the data includes the first search criterion and the second search criterion.  
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50. The system of claim 48 wherein the one or more devices include the search facility.

51. A method for providing an information assistance service comprising:

receiving communication calls requesting information;  
searching a database for the requested information;  
5 generating data in processing the communication calls;  
and

deriving information from the data, the derived information being used for responding to information requests in communication calls.

10 52. The method of claim 51 wherein one or more of the communication calls are initiated from a mobile device.

53. The method of claim 52 wherein the mobile device  
15 includes a wireless telephone.

54. The method of claim 52 wherein the mobile device includes a PIM.

20 55. The method of claim 51 wherein the data concerns events of searching for entities.

56. The system of claim 55 wherein the derived information concerns search categories.

25 57. The method of claim 55 wherein the derived information concerns selected entities.

30 58. The method of claim 57 wherein the selected entities are selected as a function of the numbers of searches for the respective selected entities.

59. The method of claim 58 wherein the selected entities include restaurants.

60. The method of claim 58 wherein the selected  
5 entities include movies.

61. The method of claim 51 wherein the requested information concerns travel directions.

10 62. A method for providing a communications service comprising:  
assisting a user to establish communication connections;  
generating data in establishing the communication  
15 connections;  
deriving information from the data, the information concerning at least one of the communication connections;  
and  
providing the information at a predetermined data  
20 location accessible by the user.

63. The method of claim 62 wherein the predetermined data location is accessible through a communication network.

25 64. The method of claim 63 wherein the communication network includes at least part of an Internet.

65. The method of claim 62 wherein the predetermined data location includes a URL.  
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66. The method of claim 62 further comprising receiving from the user communication calls requesting assistance in establishing the communication connections.

5 67. The method of claim 66 wherein one or more of the communication calls are initiated from a mobile device.

68. The method of claim 67 wherein the mobile device includes a wireless telephone.

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69. The method of claim 67 wherein the mobile device includes a PIM.

70. The method of claim 62 wherein the data concerns  
15 an occurrence of an event in assisting the user to establish at least one of the communication connections.

71. The method of claim 70 wherein the event concerns  
20 a search for an entity to which the at least one communication connection is established.

72. The method of claim 71 wherein the search is conducted using a data source associated with the user.

25 73. The method of claim 72 wherein the data source contains contacts information.

74. The method of claim 72 wherein the data source is identified by a telephone number of the user.

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75. A method for evaluating performance of an information assistance service comprising:

processing communication calls which involve a call activity;

generating data in processing the communication calls;  
and

5 deriving information from the data, the information being used to evaluate a performance of the call activity.

76. The method of claim 75 wherein the call activity is performed by an operator.

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77. The method of claim 75 wherein the data includes information identifying an operator.

78. The method of claim 75 wherein the data concerns  
15 the call activity.

79. The method of claim 78 wherein the call activity includes conducting a search.

20 80. The method of claim 79 wherein the information concerns time for conducting a search.

81. The method of claim 80 wherein the performance is evaluated based on an average time for conducting a search.

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82. The method of claim 75 wherein one or more of the communication calls are initiated from a mobile device.

83. The method of claim 82 wherein the mobile device  
30 includes a wireless telephone.

84. The method of claim 82 wherein the mobile device includes a PIM.

85. A method for providing an information assistance  
5 service comprising:

receiving a request for information;

conducting a search using a first search criterion in response to the request; and

providing a second search criterion in lieu of the  
10 first search criterion in conducting the search based on a correlation between the first search criterion and the second search criterion, the correlation being a function of the number of searches prior to the search where use of the first search criterion is followed by use of the second  
15 search criterion, and where use of the second search criterion, but not the first search criterion, produces desired results.

86. The method of claim 85 wherein the request is  
20 communicated in a communication call.

87. The method of claim 86 wherein the communication call is initiated from a mobile device.

88. The method of claim 87 wherein the mobile device  
25 includes a wireless telephone.

89. The method of claim 87 wherein the mobile device  
30 includes a PIM.

90. The method of claim 85 wherein the first search criterion includes a first search term, and the second search criterion includes a second search term.

5        91. The method of claim 85 further comprising generating data concerning the searches.

92. The method of claim 91 wherein the data includes the first search criterion and the second search criterion.